

## **Annual Complaints Performance & Service Improvements Report**

### **Introduction**

In accordance with the Housing Ombudsman Complaint Handling Code, this report provides an overview of the number of complaints received, performance, key themes identified, learning taken from complaints and Housing Ombudsman reports for the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

This report forms part of the annual self-assessment for the Complaint Handling Code, we have completed the self-assessment and confirm that our complaints handling arrangements and policy comply with the code.

### **Complaints Handling Performance**

#### **Overview**

Between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024, we:

- Received 5 new complaints regarding areas covered by the Code
- Resolved 5 complaints relating to areas covered by the Code

All complaints received during 2023/24 were accepted for investigation and resolved within the required timescale. Hull and East Yorkshire Mind did not refuse any complaints during this time.

One complaint was received from a former resident and four were received from neighbours at various properties. The complaint reasons are summarised below:

- Signage around staircases within properties
- Fence between properties requiring repair/replacement
- Fire alarm sounding during the night
- Noise at property (x2)

### **Actions Taken & Operational Improvements**

When investigating and responding to complaints, Hull and East Yorkshire Mind reviews remedial actions alongside any longer-term improvements that can be made to improve service delivery.

From complaints received during the reporting period, the following actions were taken:

- Additional signage displayed within properties regarding stairs.
- The fencing was temporarily repaired same day, with full replacement works taking place soon after.
- The fire alarm issue was identified as being due to a combination of anti-social behaviour from residents and a system fault. The system fault was repaired by a qualified professional and the residents responsible for the anti-social behaviour were spoken to, they no longer reside at the property.
- Meetings were held with neighbours regarding noise complaints, the residents in the property have since moved out and the property is currently vacant.

We recognise that learning from complaints is a continuous process, and we will continue to review and improve processes to enhance the experience for residents in our properties.

### **Housing Ombudsman Decisions**

During the reporting period, we received no formal determinations or complaints via the Housing Ombudsman.

During this time, Hull and East Yorkshire Mind did not receive any reports regarding performance from the Housing Ombudsman, and no other relevant reports or publications were issued in relation to the landlord.